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Tender

## **Provision of a Health and Social Care Communication Support Service in Northern Ireland, for People who are Deaf, deafblind and Hard of Hearing**

Procurement and Logistics Service

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2022/S 000-026738

Procurement identifier (OCID): ocds-h6vhtk-036b1a

Published 23 September 2022, 3:47pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Procurement and Logistics Service

77 Boucher Crescent

Belfast

BT12 6HU

#### **Contact**

Peter Smyth

#### **Email**

[DSCCbids@hscni.net](mailto:DSCCbids@hscni.net)

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://etendersni.gov.uk/epps>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of a Health and Social Care Communication Support Service in Northern Ireland, for People who are Deaf, deafblind and Hard of Hearing

#### **II.1.2) Main CPV code**

- 79530000 - Translation services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Department of Health, Northern Ireland, plan to appoint a single provider to deliver a Communication Support Services to allow communication between Deaf, deafblind and Hard of Hearing people and hearing people, in attendance, or via video conferencing settings. The Provider shall provide the following Services: • BSL/ISL Sign Language Interpreters (Face to Face) • BSL/ISL Sign Language Interpreters (Remote: Video Relay Interpreting and Video Interpretation) • BSL/ISL Deaf Intralingual Interpreters (Relay Interpreters) • BSL/ISL Translators • Interpreters for deafblind people • Lip speakers • Note takers • Speech to Text Reporting Given the growing presence of ethnic minorities with different language needs there is an expectation that the provider will provide a service that responds to the specific needs of all Service Users, including language provision for those for whom BSL or ISL is not a native language.

#### **II.1.5) Estimated total value**

Value excluding VAT: £5,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79540000 - Interpretation services

### **II.2.3) Place of performance**

NUTS codes

- UKN - Northern Ireland

Main site or place of performance

Northern Ireland

### **II.2.4) Description of the procurement**

The Department of Health, Northern Ireland, plan to appoint a single provider to deliver a Communication Support Services to allow communication between Deaf, deafblind and Hard of Hearing people and hearing people, in attendance, or via video conferencing settings. The Provider shall provide the following Services: • BSL/ISL Sign Language Interpreters (Face to Face) • BSL/ISL Sign Language Interpreters (Remote: Video Relay Interpreting and Video Interpretation) • BSL/ISL Deaf Intralingual Interpreters (Relay Interpreters) • BSL/ISL Translators • Interpreters for deafblind people • Lip speakers • Note takers • Speech to Text Reporting Given the growing presence of ethnic minorities with different language needs there is an expectation that the provider will provide a service that responds to the specific needs of all Service Users, including language provision for those for whom BSL or ISL is not a native language.

### **II.2.6) Estimated value**

Value excluding VAT: £5,000,000

### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

36

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2.14) Additional information**

The Procurement allows for two extensions of up to 12 Months each.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.4) Objective rules and criteria for participation**

List and brief description of rules and criteria

See Tender Documents as [www.etendersni.gov.uk](http://www.etendersni.gov.uk)

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

See Tender Documents as [www.etendersni.gov.uk](http://www.etendersni.gov.uk)

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Form of procedure**

Open procedure

#### **IV.1.10) Identification of the national rules applicable to the procedure**

Information about national procedures is available at: <https://etendersni.gov.uk/epps>

#### **IV.1.11) Main features of the award procedure**

See Tender Documents as [www.etendersni.gov.uk](http://www.etendersni.gov.uk)

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

26 October 2022

Local time

3:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The Procurement and Logistics Service

77 Boucher Crescent

Belfast

BT12 6HU

Country

United Kingdom